

Harry S. Truman Memorial Veterans Hospital, Columbia, MO

SPECIAL POINTS OF INTEREST:

- *New Employees / Departing Employees — Page Two*
- *Service Pin Recipients — Page Four*
- *Fresh Eyes on Service Program — Page Three*



DIVERSITY HELPING HANDS

There is a popular saying, “I need a hand up, not a hand out.” However, diversity looks at this in a different way. Of course, a hand reaching down to help someone up is always optimum. But with diversity, a hand out means reaching out to someone different from self (i.e., different gender, race, national origin, religion, color, disability, and age). In other words, you are extending your hand out in a quest for understanding, to gain knowledge about the person in order to better communicate, and also to broaden your own education. A hand out provides an opportunity to

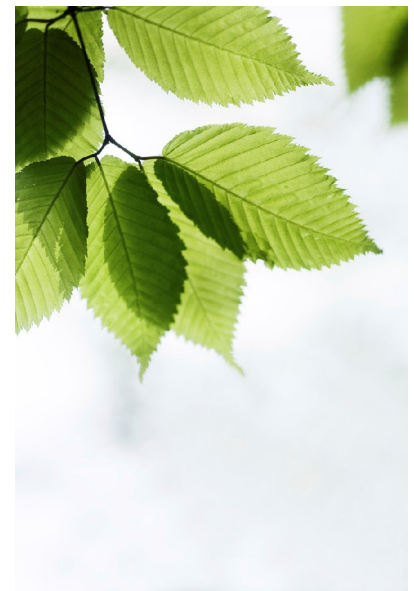
learn from each other, because it is the key that opens the door.

The VISN 15 Diversity Committee encourages you to offer a hand out and keep in mind that when you do this, you are:

**Helping And
Nurturing Diversity!**

The VISN 15 Diversity Committee is soliciting entries for the 2008 essay contest. The contest's purpose is to seek employees' ideas for fostering Diversity throughout the VA Heartland Network. First place (\$750), second place

(\$500), and third place (\$300) prizes will be awarded. For further details click the "VISN 15 2008 Diversity Essay Contest" link on the hospital home page under Employee Information.



Inside this issue:

Greetings & Farewells	2
Information Security Week Winners	2
Controlled Substance Inspectors	3
Computer Corner	3
Fresh Eyes on Service	3
Service Pin Recipients	4

TRUMAN VA'S FEDERAL WOMAN OF THE YEAR AWARD

Truman VA's Federal Women's Program of the Equal Employment Opportunity (EEO) Committee is soliciting nominations for the 2008 Federal Woman of the Year award(s). Nominations are available on the hospital home page or from **Melissa "Missy"**

Bell, Federal Women's Program Manager, room B-312. Completed nominations should be returned to Missy no later than close of business on Friday, July 25. Award recipients will be announced at the Women's Equality Day program on Friday,

Aug. 22 at 11:00 a.m. in the auditorium.

Karen Taylor, Executive Vice President for Consumer Banking, Boone County National Bank and past Chair of the Columbia Chamber of Commerce, will be the featured speaker.

NEW AND DEPARTING EMPLOYEES

Welcome

Lenora Adams, MD,

Staff Physician (PC)

Clay Atherton,

General Engineer (FM)

Dennis Aue,

Housekeeping Aid (FM)

Donna Bailey,

Psychology Intern (BH)

Melissa Broome,

Psychology Intern (BH)

Lendon Calhoun,

Program Support Clerk (FIN)

Jennifer Goul, RN (PS)

Jill Greenhoe, RN (PS)

Nathaniel Griggs,

Medical Laboratory Aid (CS)

Rodd Hillard, MD,

Staff Physician (PC)

Cheryle Kelly, RN (PS)

Stephanie Logan,

Psychology Intern (BH)

Stacy Malone,

Food Service Worker (Canteen)

Rex Moeller,

Housekeeping Aid (FM)

Ismaela Pilsudski, RN (PS)

Thomas Randoll, MD,

Staff Physician (PC)

Christina Shinbara,

Psychology Intern (BH)

Leisha Taylor, RN (PS)

Farewell

Tiffanie Fennell,

Psychology Intern (BH)

Jennifer Guajardo,

Psychology Intern (BH)

Sandra Headrick,

Nurse Practitioner (PC)

Shani Higgins,

Psychology Intern (BH)

Amy Houck,

Medical Laboratory Aid (CS)

Trina Kimbrough,

Medical Technologist (CS)

Mary Murphy, MD,

Staff Radiologist (CS)

Marylynn Ramey,

Medical Records Technician (HAS)

Jennifer Su,

Psychology Intern (BH)

VA INFORMATION PROTECTION AWARENESS WEEK

*“And the
Winners
Are...”*



Congratulations to **Karen Wheeler**, Speech Pathologist (SC), and **Konstantin Chartkov, RN (PS)** for winning the grand prizes for Truman VA's Information Protection Week activities. Karen won the MP3 player and Konstantin won the digital photo frame. The prizes were provided through the Veterans Canteen Service fund.

The correct answers to the 10-question quiz were as follows:

Privacy Officer – Ann Richmond; Compliance Officer – Vickie Stockglausner; VISN Information Security Officer – Chrys Higginbotham

PHI stands for *Protected Health Information*, which is individually identifiable health information/data that is protected under *HIPAA* regulation.

Remind your co-worker of the requirement to lock or log-off AND report it to the supervisor.

Mandatory privacy training is required annually.

Yes, it is a violation to look up the health records of relatives and friends.

HIPAA – Health Insurance Portability and Accountability Act – provides confidentiality for VA patients' protected health information and prohibits other uses and disclosures of *PHI* except as authorized.

No, it is not safe to send health information via Outlook e-mail. E-mail systems are not secure.

No, never dispose of medical documents in regular trash. All health information is to be shredded or placed in a container to be shredded by a government contractor.

Social Security Numbers are the commonly used identifier for identity theft. VA has begun a project to stop overuse and unnecessary collection of the SSN.

Celebrity health information published? The most popular answer was Britney Spears followed by John McCain.



CONTROLLED SUBSTANCE INSPECTIONS

The following employees have been appointed for a two-year term as Controlled Substance Inspectors at Truman VA:

David Bailie (CS),
Jayna Hofstetter (SC),
Kathy Korman (PI),
Marsha Leigh (FM),
Jan Neely (FIN) and
Larry Propp (Research).

They will join the following current inspectors:

Don Davis (FM),
Kathy Karl (PS),
Barbara Michael (Library),
Raymond Paxton (BH),

Amber Roberts (PC) and
Holly Shryock (FIN).

The new inspectors will begin independent assignments in this collateral duty on Aug. 1.

Controlled Substance Inspectors are responsible each month for conducting unannounced audits of on-hand narcotic inventories and certifying the accuracy of the associated records. A ward nurse, clinic nurse or anesthetist, depending on the area being surveyed, is expected to accompany the inspectors during their

reviews. The review must be done at the time the inspectors report to the area. Any discrepancies noted during the monthly inspections must be resolved by the area supervisor at the time of the review. Staff in areas being reviewed should provide full access and support to the inspectors in a helpful and courteous manner. If any problems or concerns arise, please contact **Vickie Stockglausner**, Controlled Substance Coordinator, at extension 56438.

FRESH EYES ON SERVICE—WHAT IS IT?

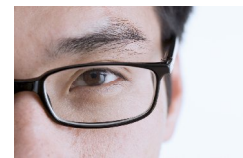
The Fresh Eyes on Service Program (FEOS) has been conceived as a means to learn, share, promote and improve successful VHA customer service programs. It has the potential also to encourage and reinforce a new direction in the evolution of customer service; that is, transitioning from courtesy being the goal to the new goal of building veteran loyalty one encounter at a time. The

foundation of this advancement is the development of a nationwide focus on inspiring acts of compassion in the workplace, not just courtesy and to enhance attentiveness to the patient's entire experience with the VA and its staff. The program is based upon a patient focused perspective and is intended to provide valuable information that can be used to enhance VHAs operational systems.

The Fresh Eyes on Service Program will be the first of many approaches to inspire organizational growth in customer service. This is a method to directly observe interactions between staff and patients as well as identify and share successful practices.

What does this mean?

A FEOS observer will be coming to our medical cen-



ter. Only the Director will be notified! The observer may show up at anytime, unannounced to staff.

What should you do?

Everyday provide the best care and excellent customer service to all veterans, family members, visitors and staff.

OI&T COMPUTER CORNER

Press the **REDIR** button on the **NEC Dterm** digital phones to automatically forward an incoming call to voice mail. Look at the LCD display and see the word **REDIR**. The button directly

under the word **REDIR** is the button to push if you want to redirect the call. This can be quite useful if you are in a meeting and cannot take the call.



July Service Pin Recipients

30-Years

Cornelius A. Immegart, Service Line Director (FM)
Amanda M. Peplow, Supply Technician (FIN/Logistics)

25-Years

Douglas E. Weable, Supervisory Biomedical Engineer (FM)

20-Years

Linda E. Kaercher, Program Support Assistant (FIN)
Brenda C. McCartney, RN, Staff Nurse (PS)
Ronald A. McMillan, Inventory Management Specialist (FIN/Logistics)

15-Years

Rajiv Dhand, MD, Staff Physician (SC)
Lisa A. Guillory, Audiologist (SC)
James M. Russum, RPh, Supervisory Pharmacist (Pharmacy)
Nancy L. Sharp, Program Support Assistant (PI)
John D. Whited, MD, ACOS/Research & Development (Research)

10-Years

Cannie E. Briscoe, Medical Records Technician (HAS)
Alfreda G. Davis, Medical Support Assistant (PC)
Deana M. Harvey, Program Support Clerk (FIN)
Ty A. Jacobs, Information Technology Specialist (OI&T)
Jerome J. Mank, MD, Staff Physician (PC)
Linda J. Wischover, RPh, Pharmacist (Pharmacy)

5-Years

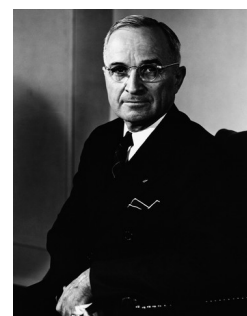
David J. Dragoo, DPM, Podiatrist (SC)
Tadd S. Greenfield, RN, Nurse Manager (PS)
Linda K. Hudson, Patient Services Assistant (HAS)
Mark W. Kirksey, Police Officer (Police)
Marsha L. Leigh, Industrial Hygienist (FM)
Janet S. Neisen, Pharmacy Technician (Pharmacy)
Steven E. Nitkowski, Locksmith (FM)
William J. Quint, RN, Staff Nurse (PS)
Kimberly E. Scott, LCSW, Social Worker (PS)
Julie A. Stansfield, MD, Staff Physician (PC)

HARRY S. TRUMAN MEMORIAL VETERANS HOSPITAL, COLUMBIA, MO



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*Committed to Providing Quality Care
to Our Nation's Veterans.*



ENJOY YOUR FREEDOM? THANK A VETERAN!